

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A worker in charge command system for allocating a worker in charge who repairs an appliance, comprising a central processing unit, wherein the central processing unit includes:

~~inputting means for inputting~~ an input that inputs a work request containing a work content, comprising at least a content of an appliance repairing work and a work place;

~~a worker in charge determining means for determining a determiner that~~ determines at least one worker in charge who satisfies a predetermined condition based on the work content for each ~~the~~ received work request;

~~an article determining means for determining an determiner that~~ determines at least one article needed for the requested work request;

~~a work information creating means for creating creator that creates~~ work information ~~containing~~ comprising the work content and the article needed for the work every working day for each worker in charge;

~~a map information creating means for creating creator that creates~~ map information comprising position information of the work place and a visit order of the work places place for every working day in association with the work information; and

~~transmitting means for transmitting~~ a transmitter that transmits the created work information and the map information to each worker in charge.

2. (Cancelled)

3. (Currently Amended) The worker in charge command system according to claim 1, wherein the predetermined condition ~~in the worker in charge determining means is~~ comprises a skill of the worker in charge required for completing the work.

4. (Currently Amended) The worker in charge command system according to claim 1, further comprising ~~means for dividing~~ a divider that divides a service area into a plurality of blocks, ~~assigning~~ pre-assigns the worker in charge to each block ~~previously~~ and ~~managing~~ manages the worker in charge, wherein the worker in charge ~~determining means~~ determiner searches ~~for~~ a worker in charge who satisfies the predetermined condition in a block adjacent to a work block ~~again~~ when the worker in charge who satisfies the predetermined condition cannot be determined in the work block.

5. (Currently Amended) The worker in charge command system according to claim 4,

wherein a geographical range of the block and ~~the~~ a number of ~~worker~~ workers in charge ~~pre-assigned~~ to each block ~~previously~~ are varied after a predetermined period.

6. (Currently Amended) The worker in charge command system according to claim 5, further comprising ~~means for storing~~ a memory that stores data in which the number of past works in each block is counted every predetermined period,

wherein at least one of the geographical range of the block and the number of workers in charge assigned to the block is determined based on the counted data.

7. (Original) The worker in charge command system according to claim 5, wherein the predetermined period is one month.

8. (Original) The worker in charge command system according to claim 5, wherein the geographical range is determined based on a zip code.

9. (Currently Amended) The worker in charge command system according to claim 1, further comprising ~~means for managing the~~ a works manager that manages a number of works handled by each worker in charge every day,

wherein the worker in charge determiner provides an upper limit of the number of works handled by ~~one~~ each worker in charge during ~~one~~ a day ~~is provided in the worker in charge determining means.~~

10. (Currently Amended) The worker in charge command system according to claim 1, further comprising ~~means for managing~~ a probability manager that manages a probability of completing the work with the at least one article with respect to each article,

wherein the article ~~determining means~~ determiner selects ~~one or more~~ the at least one article such that a total probability of completing the work ~~may become~~ is at least a predetermined value ~~or more.~~

11. (Currently Amended) The worker in charge command system according to claim 1, wherein the work request contains a desired date and time,

and the map information ~~creating means~~ creator determines the visit order based on a location of the work place and at least one of the desired date and time.

12. (Currently Amended) The worker in charge command system according to claim 1, further comprising a mobile terminal ~~including means for receiving,~~ wherein the mobile terminal includes:

a receiver that receives the work information and the map information transmitted from the ~~transmitting means~~ transmitter; and

~~means for inputting and transmitting~~ a transmitter that transmits predetermined information when the worker in charge completes the work.

13. (Currently Amended) The worker in charge command system according to claim 12, wherein the mobile terminal is a mobile phone.

14. (Currently Amended) The worker in charge command system according to claim 12, wherein the central processing unit further includes:

~~storing means for storing~~ a memory that stores the position information of the work place;

~~means for receiving~~ a receiver that receives the information transmitted from the worker in charge through the mobile terminal when the work is completed, together with position information of a place from which the information is transmitted; and

~~means for updating~~ an updater that updates the position information stored in the ~~storing means~~ memory with the received position information.

15. (Currently amended) A worker in charge command method of allocating a worker in charge who repairs an appliance, the method comprising:

~~a receiving step of receiving a work request containing a work content~~
~~comprising~~ at least a content of an appliance repairing work and a work place;

~~a worker in charge determining step of determining a at least one worker~~
in charge who satisfies a predetermined condition based on the work content for
each received work request;

~~an article determining step of determining an at least one article needed~~
for the requested work;

~~a work information creating step of creating work information containing~~
the work content and the article needed for the work for every working day for
each worker in charge;

~~a map information creating step of creating map information containing~~
position information of the work place and a visit order of the work ~~places~~ place
for every working day in association with the work information; and

~~a transmitting step of transmitting the ~~created~~ work information and the~~
map information to each worker in charge.

16. (Cancelled)

17. (Currently Amended) The worker in charge command method
according to claim 15, wherein the predetermined condition ~~in the worker in-~~
~~charge determining step is~~ comprises a skill of the worker in charge required for
completing the work.

18. (Currently Amended) The worker in charge command method
according to claim 15, further comprising ~~a dividing step of dividing a service~~
area into a plurality of blocks, and the worker in charge being is pre-assigned to
each block ~~previously~~,

wherein determining the at least one worker in charge ~~determining step-~~
~~searches~~ comprises searching for a worker in charge who satisfies the
predetermined condition in a block adjacent to a work block ~~again~~ when the
worker in charge who satisfies the predetermined condition cannot be
determined in the work block.

19. (Currently Amended) The worker in charge command method
according to claim 18, wherein a geographical range of the block and the a
number of workers in charge pre-assigned to each block ~~previously~~ are varied
after a predetermined period.

20. (Currently Amended) The worker in charge command method
according to claim 19, wherein at least one of the geographical range of the
block and the number of workers in charge assigned to the block is determined
based on data in which the a number of past works in each block is counted
every predetermined period.

21. (Original) The worker in charge command method according to claim
19, wherein the predetermined period is one month.

22. (Original) The worker in charge command method according to claim
19, wherein the geographical range is determined based on a zip code.

23. (Currently Amended) The worker in charge command method
according to claim 15, wherein the determining the at least one worker in charge
comprises managing a number of works handled by each worker in charge ~~is-~~
~~managed~~ for every day, and providing an upper limit of the number of works
handled by one worker in charge during one day ~~is provided at the worker in-~~
~~charge determining step.~~

24. (Currently Amended) The worker in charge command method according to claim 15, further comprising ~~a probability setting step of~~ setting a probability of completing the work with the at least one article with respect to each article,

wherein determining the at least one article ~~determining step selects one or more articles~~ comprises selecting the at least one article such that a total probability of completing the work ~~may become~~ is at least a predetermined value ~~or more.~~

25. (Currently Amended) The worker in charge command method according to claim 15,

wherein the work request contains a desired date and time, and creating the map information ~~creating step determines~~ comprises determining the visit order based on a location of the work place and at least one of the desired date and time.

26. (Currently Amended) The worker in charge command method according to claim 15 further comprising:

~~a storing step of~~ storing the position information of the work place in ~~storing means;~~

~~a receiving step of~~ receiving the information transmitted from the worker in charge when the work is completed together with position information of a place from which the information is transmitted; and

~~a updating step of~~ updating the stored position information ~~stored in the~~ ~~storing means~~ with the received position information.

27. (Canceled)

28. (New) A computer readable medium that stores a program for allocating a worker in charge who repairs an appliance, the computer readable medium comprising:

a receiving code segment that receives a work request containing a work content comprising an appliance repairing work and a work place;

a worker in charge determining code segment that determines at least one worker in charge who satisfies a predetermined condition based on the work content;

an article determining code segment that determines at least one article based on work content;

a work information creating code segment that creates work information containing the work content and the at least one article needed for the work for every working day for each worker in charge;

a map information creating code segment that creates map information containing position information of the work place and a visit order of the work place for every working day in association with the work information; and

a transmitting code segment that enables transmission of the work information and the map information to each worker in charge.